DEVELOPING A PROTOTYPE OF DENTAL APPOINTMENT SYSTEM

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ABSTRACT

Nowadays, online services used widely in different fields for providing and facilitating user needs. Most of these services give the flexibility and easy to access anytime and anywhere without need to waste the time. The current dental system at Alor Setar Hospital unable to manage and monitor the patients' appointments electronically; thus this proposal attempt to develop a prototype of dental appointment system based on SMS service. The study has been successful designed and developed the proposed system by adopting System Development Life Cycle (SDLC) Methodology in this study. However, the system has been tested on hosting server. Use test case has been generated in this study as a method for measuring the system functionalities among admin and doctors of Alor Setar clinic.

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BASSFAR, ZAID ASLM

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CHAPTER ONE

INTRODUCTION

1.0 Introduction

The online services reflect the flexible methods for providing the end users with the appropriate facilities, which differ from the traditional mode in the capacity to provide services regardless of temporal and spatial constraints [31]. They are also different from traditional interpersonal services that are delivered face-to-face, or from other types of e-services (e-solution), such as online services, where the service delivery is linked to a specific fixed local area network.

The online dental system allows persons to employ Information Technology without being tied to a single location; it provides greater flexibility than what is possible with desktop. This technology enables users to access the Internet at any time in any location [48, 50].

A suitable use of the online services and wireless technology has given a new application, such as managing and supporting dentist with the appropriate facilities over online services. The ability of online services has been addressed to simplify the notification process for the patient, otherwise improve client services and improve the dentist appointment validation efficiency [49].

The contents of the thesis is for internal user only

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